

Interaction Center

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BR Electronics

Gold Customer

Time Magazine Call List
Ready 1:10 min

☐ Ready
 ☐ Wrap Up
 ☐ Not Ready

110 → 135 → 130 → 138 → 140

Scripts - Verify Customer Information

Hello, I am calling from Bargain Books and we specialize in bringing you super-low prices on bargain books with FREE USPS shipping, no per-book charge and a FREE book with orders. We are currently checking our customer list to mail out our new Christmas Catalog.

Do you have a few minutes at this time?

Enter keywords for global search

- Greeting
 - > Hello, I am calling from Bargain Books...
- Rescheduling
- Identify Customer
- Update Customer Information
- Good Bye!
- Objections

Result
 Reschedule

Notes

SAP - CRM

Phone Queue #4 - 3 callers

Fig. 1A

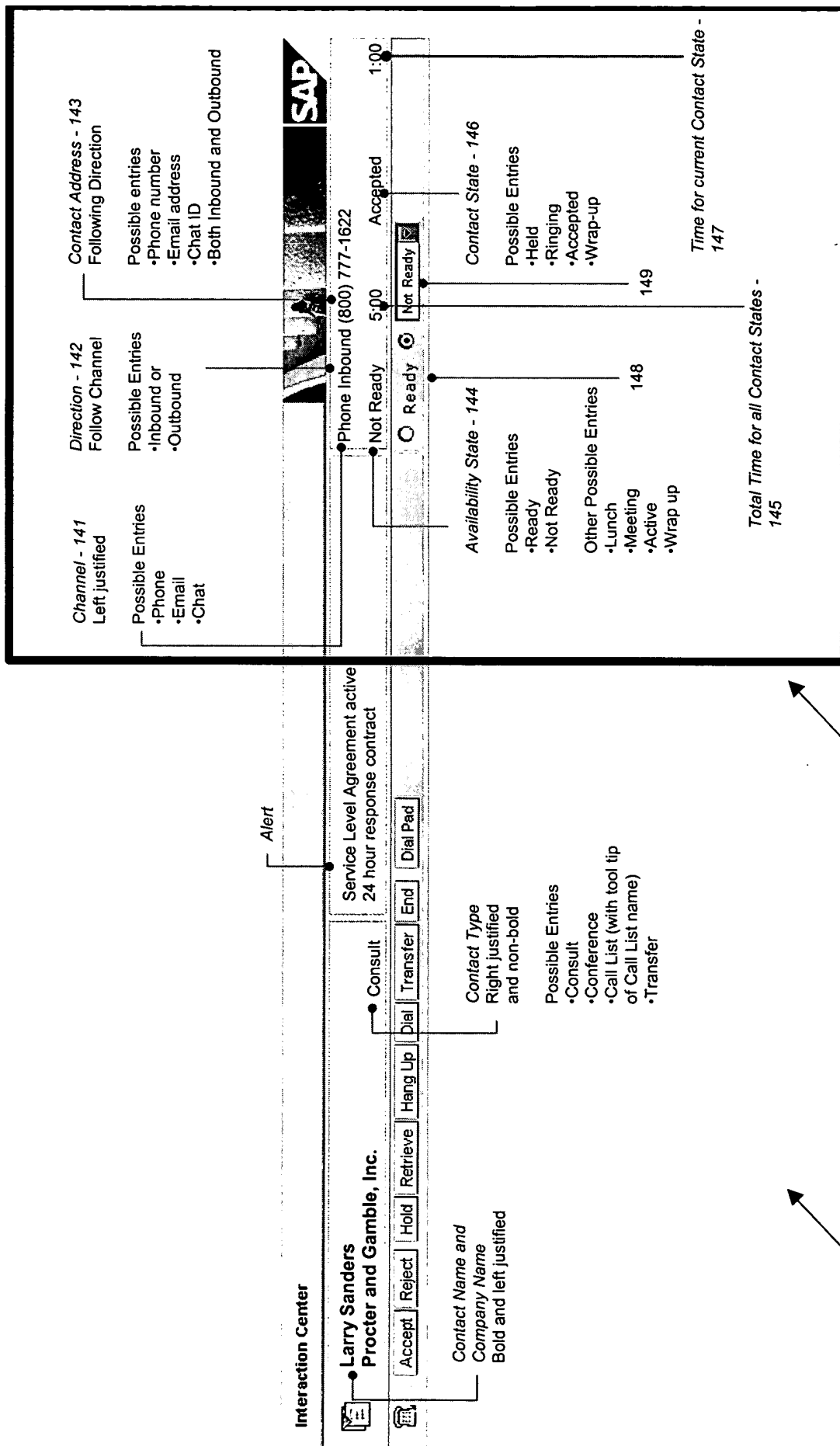


Fig. 1B

Work Modes

Ready state

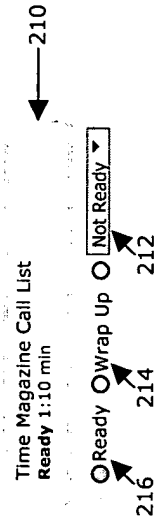


Fig. 2A

Active State

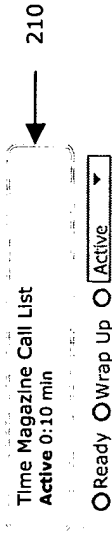


Fig. 2B

Wrap Up State

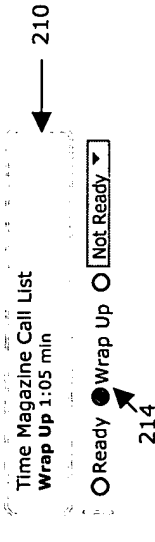


Fig. 2C

Not Ready State

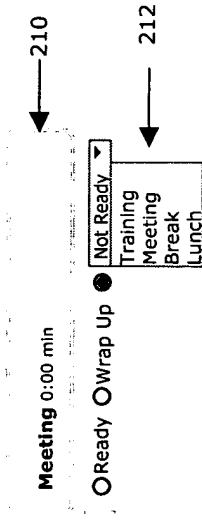



Fig. 2D

•Active contacts: 1 Chat and 1 Phone

Interaction Center WebClient


+2323988

Accept | Reject | Hold | Retrieve | Hang Up | Blind Transfer | Consult | Warm Transfer | Conference | Toggle | End | Dial Pad

 Phone Inbound
Connected 0:42 / 0:43 Phone 1 | Chat 1/

+15550001

Not Ready



320

330

340

310

Fig. 3

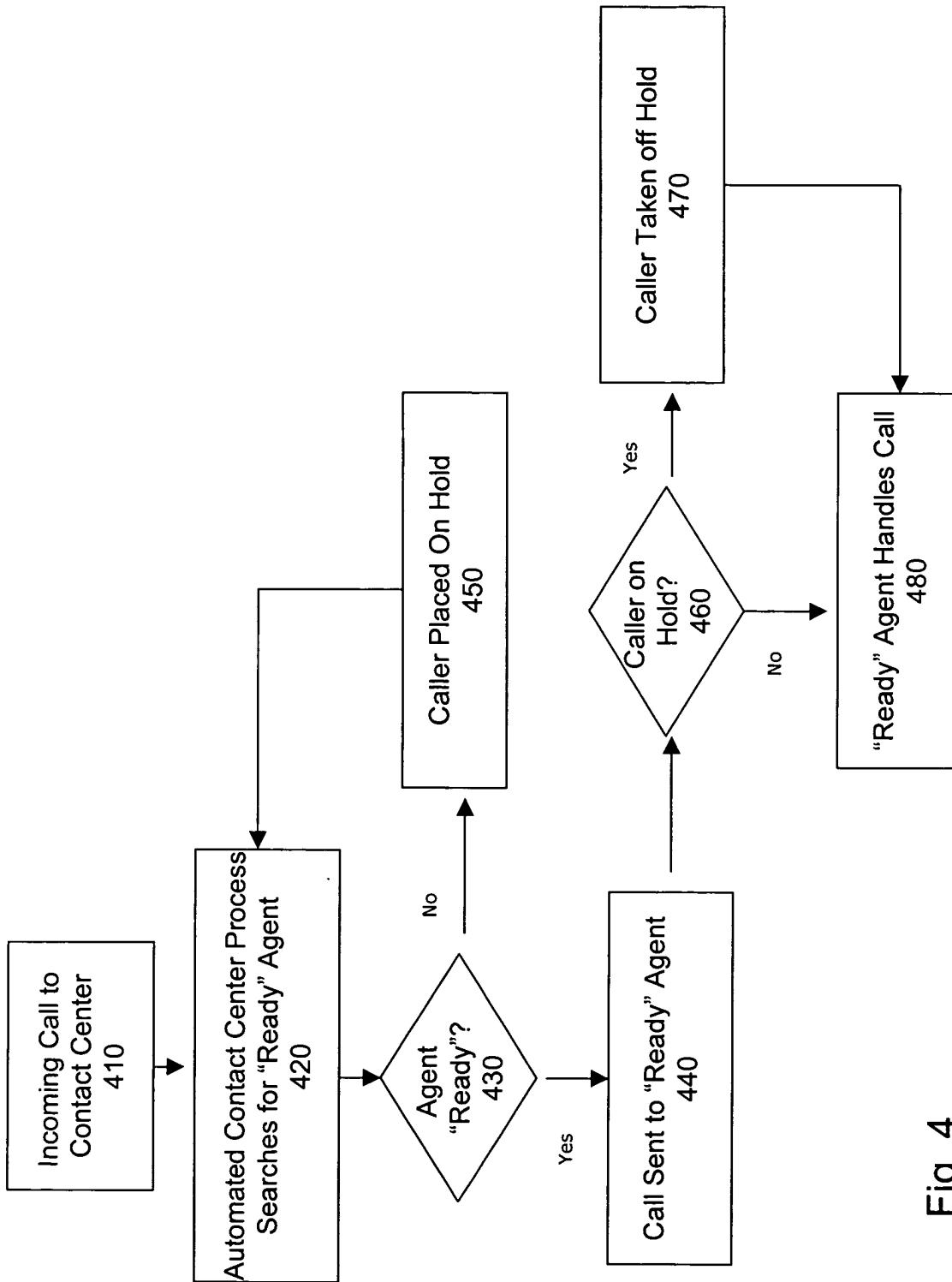


Fig. 4

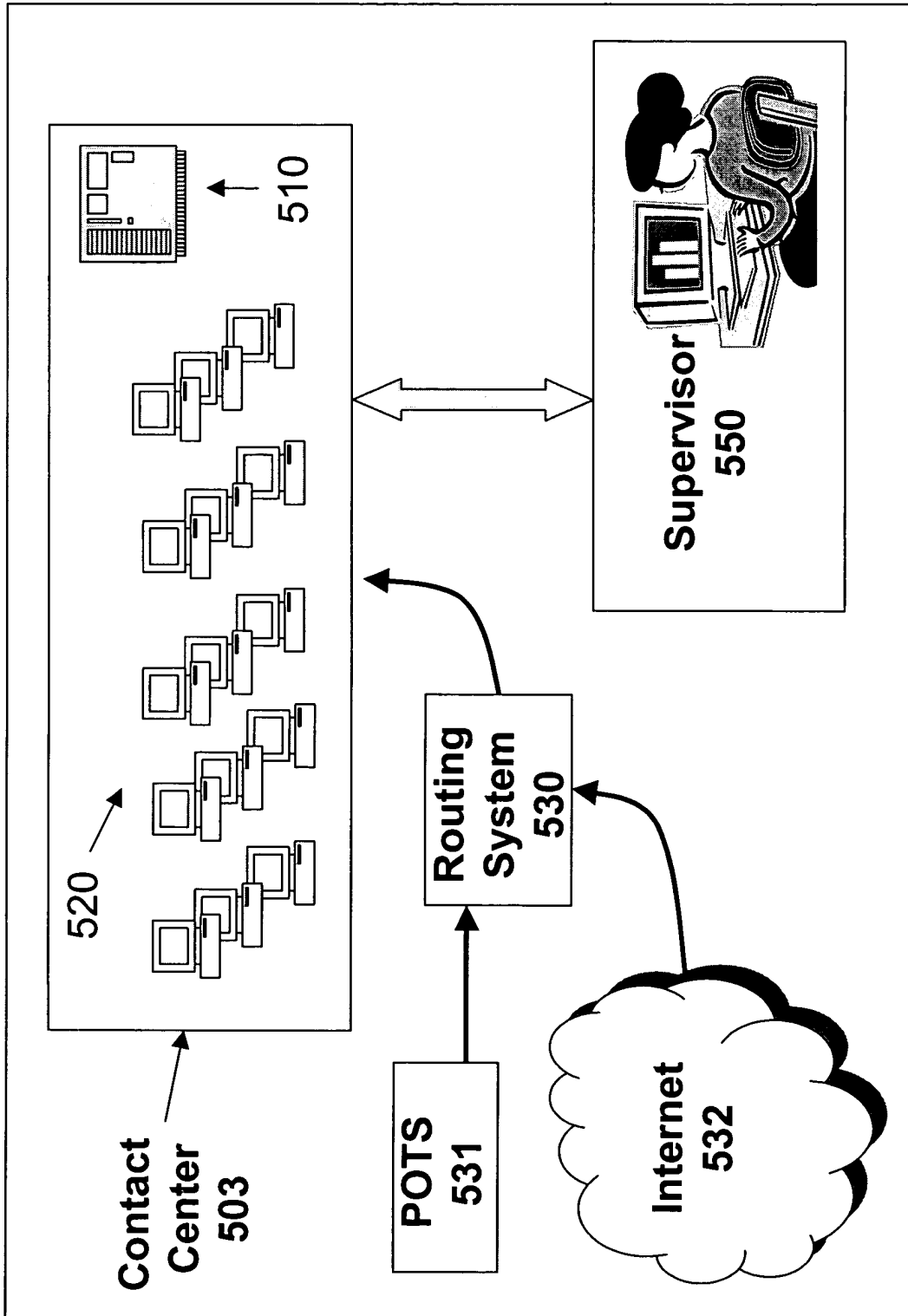


Fig. 5